



at a glance

Aging and
Adult Services
in North Carolina

Fall 2006

Candlelight Reflections



to honor, hope and remember...



Several years ago, the Eastern North Carolina and Western Carolina Alzheimer's Association Chapters created *Candlelight Reflections* to bring together Alzheimer's families, friends, and supporters. This year, in an effort to further increase awareness about dementia and its effect on families, the NC Alzheimer's Support network is joining the NC Family Caregiver Support Program to honor all families and friends taking on the role of caregiving and/or living with dementia and other debilitating conditions. *Candlelight Reflections* will be a momentous beginning to both National and NC Alzheimer's Disease Awareness Month and Family Caregiver Month. This type of unified, collaborative approach will help raise public awareness and strengthen statewide efforts to support family caregivers of persons with debilitating conditions, including those living with Alzheimer's disease and related disorders.

Please join us on November 1st through *Candlelight Reflections*. Our hope is that the flame of each candle will enlighten our communities and state leaders regarding the increased numbers of those living with Alzheimer's and the critical need to support all family caregivers. Please contact your local Alzheimer's Association Chapter, regional Area Agency on Aging and/or the Duke African-American Outreach Program for more information on *Candlelight Reflections* and other National Alzheimer's Disease Awareness Month and Family Caregiver Month activities and programs.

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Contact information:

- ❖ The Candlelight Reflections founders— NC Alzheimer's Association: Eastern North Carolina Chapter (919) 832-3732 or www.alznc.org Western Carolina Chapter (704) 532-7392 or www.alz-nc.org;
- ❖ Duke Bryan Alzheimer's Disease Research Center African-American Community Outreach Program 1-866-444-2372; and/or
- ❖ Your local Area Agency on Aging Family Caregiver Resource Specialists: a list can be found at www.dbhs.state.nc.us/aging/fcaregr/fcjobs.htm or call the NC Division of Aging and Adult Services at (919) 733-3983.

Statewide Videoconference Celebrating November: National Family Caregiver Month and National Alzheimer's Month

In honor of National Family Caregiver Month and National Alzheimer's Month the Division of Aging and Adult Services is sponsoring a videoconference at ten university sites statewide on Tuesday, November 7 from 9:30 a.m.-Noon. The videoconference will feature two nationally recognized professionals and a personal story from a Charlotte resident.

Katie Maslow, Associate Director for Quality Care Advocacy, National Alzheimer's Association Policy Office, Washington, DC will be discussing the June 2006 report she prepared: *Early Onset Dementia: A National Challenge, A Future Crisis*. You can view the complete report at http://www.alz.org/Resources/FactSheets/earlyonsetreport_full%20report.pdf.

Caregiver Assessment: Principles, Guidelines and Strategies for Change will be discussed by Lynn Friss Feinberg, Deputy Director, National Center on Caregiving at the Family



Caregiver Alliance, San Francisco. This report comes from a National Consensus Project on Caregiver Assessment. It can be viewed in its entirety at http://caregiver.org/caregiver/jsp/content_node.jsp?nodeid=1695.

We invite you to take advantage of this special opportunity. All interested persons are encouraged to attend including aging and adult human service providers; all providers who work

with family caregivers, including those assisting families supporting individuals with Alzheimer's disease and related dementias (departments of aging, departments of social services, adult day centers, home care agencies, senior centers, support group facilitators, students, information and assistance providers, and all other interested parties).

Contact Margaret Morse at mmorse@email.unc.edu to register your attendance at a particular site (and to receive directions), so we'll be sure to have enough room for everyone. The 10 university sites include: UNC-Chapel Hill; Appalachian State University; East Carolina University; Elizabeth City State University; Fayetteville State University; UNC-Asheville; UNC-Charlotte; UNC-Greensboro; UNC-Pembroke; and UNC-Wilmington.

New Toolkit Designed to Help Assess Caregivers' Needs

The National Center on Caregiving at the Family Caregiver Alliance has released a new toolkit to promote the assessment of caregiver needs in health and long-term care settings. The "Caregivers Count Too! - A Toolkit to Help Practitioners Assess the Needs of Family Caregivers" is designed for any professional who

Caregivers Count Too!

A Toolkit to Help Practitioners Assess the Needs of Family Caregivers

works with older people and adults with disabilities, whether service is provided in the home, a hospital, a physician's office or a program in the community. Lynn Friss Feinberg, Deputy Director, National Center

on Caregiving at the Family Caregiver Alliance, will be a presenter for the statewide video conference as noted in the previous article. To access the

"Caregivers Count Too!" toolkit online visit: http://caregiver.org/caregiver/jsp/content_node.jsp?nodeid=1695.

Walk Wise, Drive Smart Program Moving Forward in Hendersonville

Walk Wise, Drive Smart, a community-based pedestrian safety program, funded by the federal National Highway Traffic Safety Administration, is currently underway in Hendersonville, N.C. The program:

- Includes educational workshops and a series of walking audits of neighborhoods;
- Gathers extensive community feedback through surveys and interviews; and
- Identifies elements needed to implement a pedestrian safety plan that is responsive to Hendersonville's needs.



Another objective is to encourage more walking by seniors and others. To this end, community partners are developing various initiatives to increase neighborhood

walkability. For example, plans are underway with the Department of Public Works to develop a safe walking route in each of 10 neighborhoods in greater Hendersonville. Other project partners are planning a series of walks to introduce people to the local greenways and other places to walk in neighborhoods. The Hendersonville Police will be using their Speed Trailer in various neighborhoods in an attempt to reduce vehicle speeds. For more information, visit the project Web site at www.walk-wise.org, or call Michele Skeele of the Henderson County Council on Aging at 828-692-4203 or Bill Hunter, UNC Highway Safety Research Center at 919-962-8716.

North Carolina Participates in the Community Transportation Association of America's Institute

Susan Scurria, Area Director of the Albemarle Commission Area Agency on Aging (Region R), attended the Community Transportation Association of America's inaugural Institute for Transportation Coordination in the nation's capital in August 2006. Twenty teams from 17 states engaged in an intensive, learning experience for three-and-a-half days. All teams achieved their

primary objective at the Institute which was to chart out an action plan for improved coordination of human service and public transportation in their community. In the process, each team chose at least one focus area in which they would concentrate their efforts, developed 90-day and 12-month timelines that would map out each step toward realizing their goal in

that focus area, and determined what accomplishments they would like to achieve within those timeframes. The vision developed for the Northeastern North Carolina Region was to "Establish transportation system partnerships throughout the 10-county area." For more information, see http://ctaa.org/ntrc/institute_neat_nc.asp.

Congratulations to the Cabarrus County Department of Aging and Senior Center!

The Cabarrus County Department of Aging and Senior Center received \$25,000 from the North Carolina Council for Developmental Disabilities to fund the *Healthy Lives, Healthy Futures* Project. This project's intent is to promote healthy lifestyles, independence with dignity, and quality of life among adults with

developmental disabilities and their families. Project partners will market existing wellness programs to adults with developmental disabilities and their families. Participants with developmental disabilities may choose from wellness programs including physical activity, nutrition, smoking cessation, life safety and the arts.

Programs will be offered as needed during evenings and weekends to accommodate work and other schedules to the extent feasible. As participants enter the program, an assessment will help determine other service needs. For more information, contact dioar@cabarruscounty.us.

Final White House Conference on Aging Report Now Available

The final report of the 2005 White House Conference on Aging has been printed and is being disseminated to the President, the Congress and all Conference participants. The report has been posted on the WHCoA website at <http://www.whcoa.gov>.

Congratulations North Carolina!

North Carolina is one of eight states to be awarded a “Real Choice Systems Change Grant for Community Living” by the United States Department of Health and Human Services. These grants help states and territories “rebalance” their long-term supports programs to help people with chronic illness or disabilities to reside in their homes and participate fully in community life.

Some key outcomes for North Carolina resulting from the grant will include:

- Enhancements to NC Care Link that enable consumers and their families to locate up-to-date information on community resources, long-term service and support options, health issues, disease self-management, self-direction
- and person-centered planning via the web; expansion of the Aging and Disability Resources Centers/Connections (ADRCs); and the incorporation of an automated screening and assessment process within the ADRC's.
- Increased available options for self-direction and self management that are available within DHHS under Medicaid and other public funding; person-centered training curricula developed and used to train providers and direct care staff; consumers/caregivers educated on person-centered planning; training and resource materials/information through the web-based Information and Referral system and ADRCs.
- Development and implementation of: an Information Technology (IT) plan for nine Medicaid long-term service and support programs; a refined IT model for next generation case management; an automated prior approval/PASARR screening process for nursing facility care; an automated screening, assessment and planning system for adult care homes and Personal Care Services; and an enhanced quality monitoring/utilization management program with specifications for analytic tools.

For more information, **contact Jan Moxley at (919) 855-4429.**

Hearing Aid Distribution

The Division of Aging and Adult Services and the Division of Services for the Deaf and the Hard of Hearing (DSDHH) have established a collaborative agreement to address issues of importance to older adults and adults of all ages with hearing loss. Part of the agreement is to use the expertise of staff from each agency as information resource persons.

DSDHH has a hearing aid distribution program that can provide eligible individuals a hearing aid at no

cost to them. This particular hearing aid assists individuals primarily with communication via the telephone, however, as is the case with all hearing aids, a person can benefit from use for other situations. The process is simple and an application can be obtained by the consumer contacting one of the 8 offices across the state. See <http://dsdbb.dhhs.state.nc.us/division/rrc/rrc.html>.

DSDHH staff has been trained to provide individuals with a basic hearing screening. Should you desire this service, they are able to perform the screening that could indicate potential hearing loss, provide program information to your clients, and discuss equipment to assist individuals in living an improved quality of life with hearing loss. For further information, please **contact Jeff Mobley, Statewide Hard of Hearing Program Coordinator, at (919) 874-2239.**

North Carolina Adult Day Programs Celebrate National Adult Day Services Week

In 1983, President Ronald Reagan proclaimed the third week in September National Adult Day Services Week. This year, programs joined the United States Congress, the National Council on Aging, and the National Adult Day Services Association in celebrating this week September 17-23. The celebration was an opportunity to highlight Adult Day Service centers throughout the country and to educate the public, especially functionally and/or cognitively impaired adults and their caregivers and families, about services and benefits. This year, the theme of National Adult Day Services week was "Tell the Story of Caring."

Programs from across North Carolina held special events during this week long celebration. Sampson County Adult Day Care in Clinton hosted a brunch for clients, family members, county officials and area agencies supporting their program. In keeping with this year's theme, families and clients wrote stories about what the Adult Day Services program means to them and used a display board to share the stories.



Pardee Pavilion in Henderson sponsored a picnic and outing at DuPont State Forest for participants, families and caregivers. They also held a fall festival where participants shucked corn, broke beans, and played "corn toss" with Indian corn.

Mountain Care Adult Day Program in Buncombe County celebrated the week with an Art Show on Thursday, September 21 featuring a total of 200 pieces of Art, most of which were created by participants. The art was available for purchase through a silent auction and included photography, watercolors, and two-dimensional pieces. Most of the refreshments and art supplies were donated so expenses were minimal and the silent auction helped raise additional funds.

Adult Day programs serve participants with increased health care needs, persons with Alzheimer's disease and other types of dementia, traumatic brain injury, chronic illnesses, and developmental disabilities. Programs work in partnership with families and friends that provide 80 percent of the care given to impaired adults who, just a decade ago, would not have been able to live in the community. These programs represent a critical component of the long-term care continuum. To find out more about adult day programs in your area, visit our website at www.ncdbhs.gov/aging/adcsvc.htm.

State/County Special Assistance In-Home Program for Adults Update

The 2006 North Carolina General Assembly affirmed its support of the State/County Special Assistance (SA) In-Home Program by increasing the statewide number of participant slots from 1,000 to 1,500, effective July 1, 2006. The SA In-Home Program for Adults (SA/IH) provides a cash supplement to help low-income individuals who are at risk of entering an Adult Care Home (ACH) and would like to remain at home. Thus, the SA/IH Program provides an alternative to ACH placement for individuals who can live at home safely with additional supportive

services and discretionary income. Because of this action by the General Assembly, an additional 15 county departments of social services (DSSs) have entered into the SA/IH Program, making it available in 87 North Carolina counties. The SA/IH Program helps with living expenses such as food, shelter, clothing, and other daily necessities. The checks are sent monthly to eligible individuals living in a private living arrangement. The amount of the check is based on income and need and follows a comprehensive services assessment conducted by a

case manager of the county DSS. The case manager's role is essential in helping the clients remain at home. All SA/IH recipients receive ongoing case management. The case manager establishes the amount of the SA/In-Home payment, works with the client and client's family to determine how the payments are used, and monitors to assure that the payments are used as intended. **Questions about the SA/IH Program can be directed to either Brenda Porter (Brenda.Porter@ncmail.net) or Geoff Santoliquido (Geoff.Santoliquido@ncmail.net) at (919) 733-3818.**

Free Publication Helps Older Hispanics Improve Doctor/Patient Communication

How well patients and doctors talk to each other is one of the most important parts of getting good health care. As we get older, it becomes even more important to talk often and comfortably with the doctor. Unfortunately, talking to the doctor isn't always easy. It takes time and effort. A new publication from the National Institute on Aging (NIA) can help older Hispanic adults learn to communicate more effectively with their doctors. *Conversando con su médico* is a 38-page Spanish-language publication that includes information on:

- Choosing a doctor,
- Communicating effectively with the doctor and other health care providers,
- Working with an interpreter,
- Discussing sensitive issues such as incontinence or sexuality, and
- Finding additional health information in Spanish.

Older Hispanic consumers worked with the NIA to develop this book. They cited a hesitancy to approach their personal doctors with their

health concerns due to communication barriers and a fear of worrying their doctors and/or their families. They felt that this book would help them prepare for a visit with their physicians.

To order a free copy of *Conversando con su médico*, please call the NIA Information Center toll free at 1-800-222-2225 Monday through Friday from 8:30 a.m. to 5:00 p.m. Information specialists are available to respond to inquiries in both English and Spanish. You also may order this and other Spanish-language materials on the NIA Web site at www.nia.nih.gov.

Quality Improvement in Adult Care Homes

The Carolinas Center for Medical Excellence, in collaboration with Emily Saunders, RN, Quality Improvement Program Manager with the DAAS, has developed a quality improvement program for Medication Safety based upon ideas and input from the stakeholder task force. The objectives of this quality improvement project are:

- providing better care and quality of life in a safe environment for adult care home residents;
- providing dignity, choice, and independence to increase resident satisfaction;
- disseminating best practices to improve care; and

- using standardized instruments to assess and measure adult care home performance and resident outcomes.

Session Law 2005-276 requires DAAS to conduct a pilot of the quality improvement program in up to 4 counties. The projected date for the pilot to begin is spring 2007. The pilot will include the county department of social services and a sample of adult and family care homes within the chosen counties. At the conclusion of the pilot program, DAAS will make recommendations to the Secretary of the Department of Health and Human Services and appropriate committees within the General Assembly regarding the

effectiveness of the Quality Improvement Program.

Informational sessions about the Quality Improvement Program for Department of Social Services' Directors, Adult Services Supervisors and Program Managers will be held in 5 locations across the state: October 24th in Fayetteville, November 8th in Morganton, November 9th in Boone, November 14th in Williamston and November 16th in Raleigh. Registration for these sessions will be mailed out in early October. For any further information please contact **Emily Saunders 919-733-3818 or email Emily.Saunders@ncmail.net**.

Voter Registration

The State Board of Elections has a renewed effort underway to promote voter registration. Information about voter registration can be found on the State Board of Elections web-site, <http://www.app.sboe.state.nc.us/>.

Calendar

For a complete DAAS calendar of education and training events, please visit <http://www.dhhs.state.nc.us/aging/trngcal.htm>.

at a glance

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This document was produced and distributed electronically and in print.



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Department of Health and Human Services • Carmen Hooker Odom, Secretary
N.C. Division of Aging and Adult Services • Dennis W. Streets, Director
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